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# In the Claims:

1. (CURRENTLY AMENDED) A communications system comprising:

a database for storing problem magnitudes relating to failed attempts at accessing servers using connection engines; and

an intelligent routing engine operative with the database for querying the database and delaying any further attempts at accessing the server when the problem magnitude as a preset rate of decay exceeds a predetermined threshold, wherein a problem magnitude is assigned for an error based on failures unrelated to a network failure.

- 2. (ORIGINAL) A communications system according to Claim 1, wherein said intelligent routing engine is operative for delaying any reattempts at accessing a server until a problem magnitude returns to below a predetermined threshold.
- 3. (ORIGINAL) A communications system according to Claim 2, wherein any delay in reattempting access to the server is a function of a preset rate of decay of a problem magnitude.
- 4. (ORIGINAL) A communications system according to Claim 1, wherein said database includes data relating to a current problem magnitude for a failed access to a server that is added to a current exponentially decayed entry in the database.

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- 5. (ORIGINAL) A communications system according to Claim 1, wherein said database includes data relating to a problem magnitude versus time for any server and connection engine pair.
- 6. (ORIGINAL) A communications system according to Claim 1, wherein a problem magnitude is assigned for an error based on network failures.

- 8. (CURRENTLY AMENDED) A communications system according to Claim 7 Claim 1, wherein any failures unrelated to a network failure include an incorrect password and/or poorly formed request.
- 9. (ORIGINAL) A communications system according to Claim 1, wherein said intelligent routing engine comprises a proxy server.
- 10. (ORIGINAL) A communications system according to Claim 1, wherein said intelligent routing engine is operative for accessing a server using a POP, IMAP or httpmail protocol.
- 11. (CURRENTLY AMENDED) A communications system comprising:
- a plurality of connection engines that can be used by a client for accessing a server of a server on an Internet Protocol (IP) network, wherein said connection engines are distributed among a plurality of subnets and/or IP addresses;

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a database for storing a problem magnitude versus time relating to a particular connection engine and server after attempts had been made to access servers using the connection engines and problem magnitudes as a preset rate of decay had been assigned to failures in accessing the servers; and

an intelligent routing engine operative with the database for selecting a connection engine with minimum problems when a particular server is to be accessed based on stored data within the database, wherein a problem magnitude is assigned for an error based on failures unrelated to a network failure.

- (ORIGINAL) A communications system according to Claim 11, wherein said intelligent routing engine is operative for delaying any reattempts at accessing a server until a problem magnitude returns to below a predetermined threshold.
- (ORIGINAL) A communications system according to 13. Claim 12, wherein any delay in reattempting access to a server is a function of a preset rate of decay of a problem magnitude.
- (ORIGINAL) A communications system according to Claim 11, wherein said database includes data relating to a current problem magnitude for a failed access to a server that is added to a current exponentially decayed entry in the database.
- (ORIGINAL) A communications system according to 15. Claim 11, wherein said database includes data relating to a

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problem magnitude versus time for any server and connection engine pair.

16. (ORIGINAL) A communications system according to Claim 11, wherein a problem magnitude is assigned for an error based on network failures.

## 17. (CANCELLED)

- 18. (CURRENTLY AMENDED) A communications system according to Claim 17 Claim 11, wherein any failures unrelated to a network failure include an incorrect password and/or poorly formed request.
- 19. (ORIGINAL) A communications system according to Claim 11, wherein said intelligent routing engine comprises a proxy server.
- 20. (ORIGINAL) A communications system according to Claim 11, wherein said intelligent routing engine is operative for accessing the server using POP, IMAP or httpmail protocol.
- 21. (CURRENTLY AMENDED) A method of accessing a server of a server on an Internet Protocol (IP) network comprising the steps of:

attempting access to a server using a first connection engine;

assigning a problem magnitude if the attempt at accessing the server has failed; and

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delaying any further attempts at accessing the server when the problem magnitude as a preset rate of decay exceeds a predetermined threshold and assigned a problem magnitude for an error based on failures unrelated to network failure.

- 22. (ORIGINAL) A method according to Claim 21, and further comprising the step of delaying any reattempts at accessing the server until the problem magnitude returns to below a predetermined threshold.
- 23. (ORIGINAL) A method according to Claim 22, wherein the delay in reattempting access to the server is a function of a preset rate of decay of the problem magnitude.
- 24. (ORIGINAL) A method according to Claim 21, and further comprising the step of maintaining a database of failed attempts at accessing the server.
- 25. (ORIGINAL) A method according to Claim 24, wherein a current problem magnitude for a failed access to a server is added to a current exponentially decayed entry in the database along with a time stamp.
- 26. (ORIGINAL) A method according to Claim 24, and further comprising the step of storing in the database the problem magnitude versus time for any server and connection engine pair.
- 27. (ORIGINAL) A method according to Claim 24, and further comprising the step of tracking the magnitude of

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failure based on the problem magnitude of failed attempts stored within the database.

28. (ORIGINAL) A method according to Claim 21, and further comprising the step of assigning a problem magnitude for an error based on network failures.

- 30. (CURRENTLY AMENDED) A method according to Claim 29
  Claim 21, wherein a failure unrelated to a network failure includes an incorrect password and/or poorly formed request.
- 31. (ORIGINAL) A method according to Claim 21, and further comprising the step of making a service request to the connection engine using a proxy engine.
- 32. (ORIGINAL) A method according to Claim 31, and further comprising the step of making a service request using a Wireless Application Protocol (WAP) or Simple Mail Transfer Protocol (SMTP).
- 33. (ORIGINAL) A method according to Claim 31, and further comprising the step of attempting access to a server using a POP, IMAP, or httpmail protocol.
- 34. (ORIGINAL) A method according to Claim 21, and further comprising the step of choosing a second connection engine and attempting access to the server after failing access with the first connection engine.

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35. (CURRENTLY AMENDED) A method of accessing a server of a server on an Internet Protocol (IP) network comprising the steps of:

distributing connection engines over multiple subnets and/or multiple IP addresses;

attempting access to servers using the connection engines;

assigning problem magnitudes to failures in accessing any servers;

storing the problem magnitude versus time as a preset rate of decay relating to a particular connection engine and server within a database; and

choosing a connection engine having minimum problems when a particular server is to be accessed based on the data stored within the database and assigning a problem magnitude for an error based on failures unrelated to a network failure.

- 36. (ORIGINAL) A method according to Claim 35, and further comprising the step of distributing the connection engines over multiple servers.
- 37. (ORIGINAL) A method according to Claim 35, wherein a current problem magnitude for a failed access to a server is added to a current exponentially decayed entry in the database along with a time stamp.
- 38. (ORIGINAL) A method according to Claim 35, and further comprising the step of terminating any further

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attempts at accessing a server using a first connection engine if a problem magnitude exceeds a predetermined threshold.

- 39. (ORIGINAL) A method according to Claim 38, and further comprising the step of delaying any reattempts at accessing the server until a problem magnitude returns to below a predetermined threshold.
- 40. (ORIGINAL) A method according to Claim 39, wherein the delay in reattempting access to the server is a function of a preset rate of decay of the problem magnitude.
- 41. (ORIGINAL) A method according to Claim 35, and further comprising the step of assigning a problem magnitude for an error based on network failures.

- 43. (CURRENTLY AMENDED) A method according to Claim 42
  Claim 35, wherein a failure unrelated to a network failure includes an incorrect password and/or poorly formed request.
- 44. (ORIGINAL) A method according to Claim 35, and further comprising the step of making a service request to a connection engine using a proxy engine.
- 45. (ORIGINAL) A method according to Claim 44, and further comprising the step of making a service request using a Wireless Application Protocol (WAP) or Simple Mail Transfer Protocol (SMTP).

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46. (ORIGINAL) A method according to Claim 44, and further comprising the step of attempting access to the server using POP, IMAP, or httpmail protocol.

47. (ORIGINAL) A method according to Claim 35, and further comprising the step of choosing a second connection engine and attempting access to the server after attempting access to the server with the first connection engine has failed.

### 48. (CANCELLED)

49. (ORIGINAL) A communications system comprising:
a database for storing problem magnitudes relating to
failed attempts at accessing servers using connection engines;
and

an intelligent routing engine operative with the database for querying the database and delaying any further attempts at accessing the server when the problem magnitude exceeds a predetermined threshold, and wherein said database includes data relating to a current problem magnitude for a failed access to a server that is added to a current exponentially decayed entry in the database.

50. (ORIGINAL) A communications system comprising:
a database for storing problem magnitudes relating to
failed attempts at accessing servers using connection engines;
and

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an intelligent routing engine operative with the database for querying the database and delaying any further attempts at accessing the server when the problem magnitude exceeds a predetermined threshold., where a problem magnitude is assigned for an error based on failures unrelated to a network failure.

51. (ORIGINAL) A communications system comprising:
a database for storing problem magnitudes relating to
failed attempts at accessing servers using connection engines;
and

an intelligent routing engine as a proxy server operative with the database for querying the database and delaying any further attempts at accessing the server when the problem magnitude exceeds a predetermined threshold.